

## **Overnight motorhome parking pilot FAQs**

- 1) Q. Why has the motorhome pilot been introduced?  
A. During the summer of 2021, coastal communities reported an increase in motorhome and campervan related issues including inconsiderate parking and litter. The Council recognises that the use of motorhomes is a growing trend escalated by the Covid-19 pandemic and an increase in 'staycations'. The Council is committed to work with local stakeholders to try and balance the needs of visitors and local communities.
  
- 2) Q. What is the purpose of the motorhome pilot?  
A. The overnight motorhome parking pilot is intended to allow users to stay and sleep in their motorhome overnight in one of three designated locations across the county
  
- 3) Q. What type of vehicle can park?  
A. The vehicle must be a self-contained motorhome as there are no onsite facilities available (self-contained is defined as having a toilet, sink and waste storage facilities on board)
  
- 4) Q. Is there a maximum number of nights per visit?  
A. Users can only stay at a site for one night
  
- 5) Q. What is the cost of an overnight motorhome permit?  
A. The permit cost is £12
  
- 6) Q. What is the booking process?  
A. Bookings can either be made in advance or users can check for availability via the booking system upon arrival. All bookings must be made via the booking system. There is no option to pay at a pay and display ticket machine or via Pay by Phone. The user will receive an email confirming the details of the booking.
  
- 7) Q. How do users choose a specific location?  
A. Users can select the date, location and individual bay using the booking system. Users must park only in the specific numbered bay as defined in the confirmation email.
  
- 8) Q. What is the cancellation process?  
A. Bookings can be cancelled via the link provided in the confirmation email. A full refund will be offered only if the cancellation is made no less than 24 hours prior to

the booking commencement – after this time no refund will be given

- 9) Q. What if a user arrives and someone is parked in the bay associated with the booking?
- A. If the vehicle does not move upon arrival, the user should access the booking system to find an alternative numbered bay which is showing as available. If there are no bays showing as available, then the users should choose a location elsewhere in the car park that will not cause an obstruction. In these circumstances the displaced motorhome will not be subject to any enforcement action
- 10) Q. Are the numbered motorhome bays available to users outside of the pilot operating hours (6:00pm - 8:00am)?
- A. Yes, the numbered bays are available to users outside the pilot operating hours (8:00am-6:00pm). However, the spaces are subject to the normal terms and conditions of each car park. Therefore, users will need to pay for parking where charges apply (Links Road and Beadnell Overflow) and users will need to comply with any maximum stay/no return restrictions. The motorhome bays at Links Road Car Park, Bamburgh are permanently marked motorhome bays therefore are restricted to motorhomes only at all times. In Amble Braid and Beadnell Overflow however, any vehicle can park in the pilot scheme bays during the day between 8:00am-6:00pm.
- 11) Q. The car park has a 72 hour maximum stay but the motorhome pilot states there is no option to stay for consecutive nights?
- A. The numbered motorhome bays are subject to a different set of terms and conditions and there is no option for consecutive night stays in the same location. If vehicles wish to remain in the same space the following morning, they can do so until 5:59pm as long as they pay to park (where charges apply).
- 12) Q. Who should be contacted if there is an issue?
- A. Customer Services can be contacted on 0345 600 6400 or you can email Parking Services using [parkingservices@northumberland.gov.uk](mailto:parkingservices@northumberland.gov.uk).
- 13) Q. How does the QR code on the signage work?
- A. Open the phone camera and point it at the QR code. A link should appear on screen to tap and this will route directly to the motorhome webpage with all the relevant information and links to the booking system.
- 14) Q. Will a physical permit be produced and then required to be displayed?
- A. There will be no need to physically print off and display a permit; any checks and enforcement will be done electronically.